

Family Team Meeting QA

(Review Period: April - July 2010)

Nebraska Department of Health and Human Services

Report Date: September 3rd, 2010

Executive Summary

Family Team Meeting (FTM) QA

Review Period: April - July 2010

This document presents the findings from Family Team Meeting (FTM) QA reviews completed throughout the State during the months of April, May, June and July 2010. The Nebraska Continuous Quality Improvement (CQI) team identified the FTM QA review as an important activity for assessing the performance of each Service Area and the State as a whole with regard to achieving positive outcomes for children and their families.

Background Information

A Family Team Meeting (FTM) QA tool was developed by the Nebraska CQI team in the fall of 2009. The FTM tool is sectioned into four categories or items which include (1) Team membership and attendance, (2) Team member involvement, (3) Facilitator preparation, and (4) Facilitator effectiveness. There are several indicators under each of these categories. A five point likert scale is used to rate each category based on the responses to each of the indicators under the category. The five point likert scale ranges from 0-4 where: 0=none of the indicators for this item and 4=all of the indicators for this item. This methodology will allow us to perform a higher level of analysis of the data collected from the reviews.

The data collection for this project was pulled randomly from active cases by the individual child's name. A target of 120 Family Team Meetings (FTM) was planned to be observed throughout the State each quarter, starting in April 2010. The number of cases to be reviewed per Service Area was determined based on the proportion of youth served per Service Area. The total youth population is dispersed across the State as follows: Central 10%; Northern 10%; Western 10%; Eastern 40% and Southeast 30%. The number of cases that were to be reviewed each quarter was 12 each from Central, Northern and Western, 48 from Eastern and 36 from Southeast Service Area.

Due to unforeseen circumstances related to changes in the number of out of home contract providers in the Southeast and Eastern Service Areas, the total number of cases that were reviewed during the 1st quarter was less than expected in those Service Areas. Furthermore, the number of cases reviewed per Service Area is different than planned due to some Service Areas reviewing more team meetings while other Service Areas reviewed less team meetings than planned during this period.

The actual numbers of reviews completed per Service Area during the 1st four months were as follows: Central-16; Northern -21; Eastern-29; Southeast-22; and Western-23. The review took place after consent and approval was received from the family to allow a QA reviewer to observe the FTM. A conference call between the meeting facilitator, which in most cases was the service coordinator, their supervisor and the QA reviewer took place in the days following the FTM. The QA reviewer discussed the results of the review, answered questions and provided feedback to the meeting facilitator and their supervisor.

Please note that while consent was obtained from families to complete a review of 145 FTM's throughout the State, only 111 FTM QA's were counted as part of this report. Seventeen (17) of the FTM QA's were not completed due to the following reasons: Reviewer was unable to make it

to the meeting (3); family refused to participate in QA review at the last minute (2); meeting was cancelled due to inclement weather (1); meeting was cancelled by the Service Coordinator and/or CFS specialist (3) or meeting was cancelled by the family (8). Another 17 FTM QA's were completed by reviewers, however, results from these 17 reviews are not included in this report because the CFS Specialist was not present during the FTM.

Beginning with the month of August 2010, an FTM QA will be completed if both the Service Coordinator and the CFS Specialist are present and co-facilitating the meeting. The QA reviewer will be discussing the review results with both facilitators during a conference call in the days following the meeting.

Summary of Findings

Data from the first four months of QA reviews indicate the following:

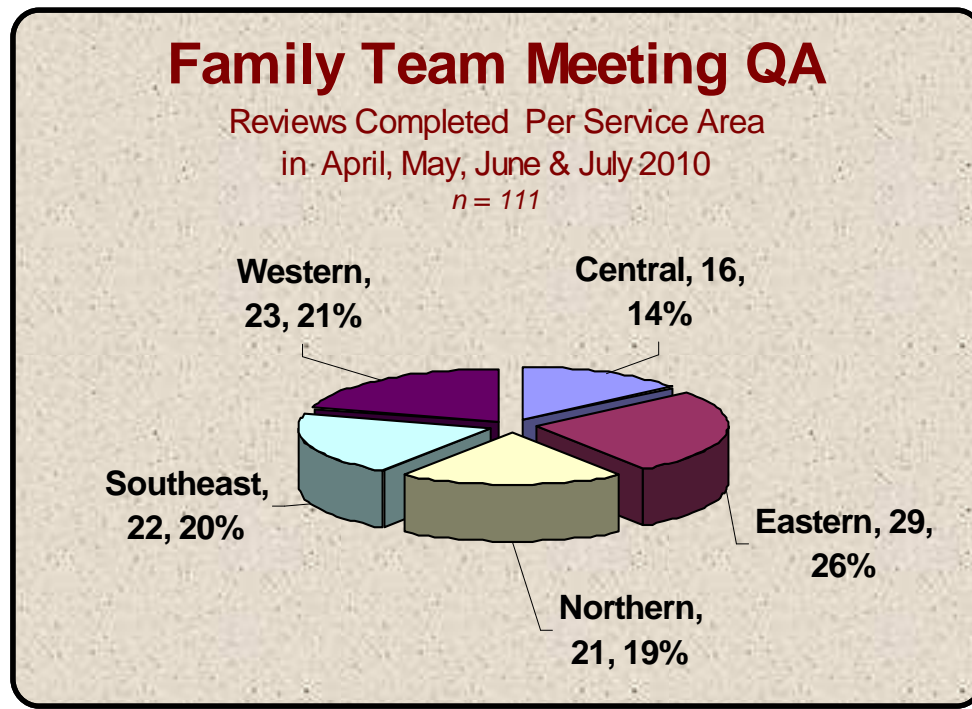
- Item 1 (Facilitator Preparation) – All of the indicators for this item were evident in 68% (75 out of 111) of the reviews. The following indicator had the highest rating: **“Was the facilitator prepared for the Family Team Meeting”** (107 out of 111; 96%). The indicator with the lowest rating was **“At the beginning of the meeting, the facilitator explained the purpose and goals of the current Family Team Meeting”** (88 out of 111; 79%).
- Item 2 (Team Membership & Attendance) – All of the indicators for this item were evident in 14% (15 out of 111) of the reviews. The following indicators had the highest ratings: **“Child is a team member and present at the meeting”** (59 out of 74; 80%) and **“Mother is a team member and present at the meeting”** (78 out of 98; 80%). The two indicators with the lowest ratings were **“Father was a team member and present at the meeting”** (28 out of 81; 35%) and **“A key natural/informal support for the family is a team member and present”** (36 out of 111; 32%).
- Item 3 (Team Member Involvement) – All of the indicators for this item were evident in 13% (14 out of 111) of the reviews. The following indicator had the highest rating: **“Was the key out of home provider actively involved in the team meeting”** (57 out of 72; 79%). The two indicators with the lowest ratings were **“Was the father actively involved in the Family Team Meeting”** (28 out of 81; 35%) and **“Was the key natural/informal support for the family actively involved in the Family Team Meeting”** (37 out of 111; 33%).
- Item 4 (Facilitator Effectiveness) – All of the indicators for this item were evident in 59% (66 out of 111) of the reviews. The following indicator had the highest rating: **“Did the facilitator demonstrate a respect for the family’s values, beliefs, and traditions”** (108 out of 111; 97%) and the indicator with the lowest rating was **“Did the facilitator effectively assist the family in identifying and/or reviewing informal supports to help execute identified strategies”** (77 out of 111; 69%).

Note: Figures displayed in the tables and charts within the report may not total 100 percent due to rounding.

REVIEW FINDINGS

(Statewide)

The findings in this report were derived from QA reviews of 111 Family Team Meetings (FTM) throughout the state during the months of April, May, June and July 2010. Review results per Service Area can be found in the tables attached to this report.



General Information:

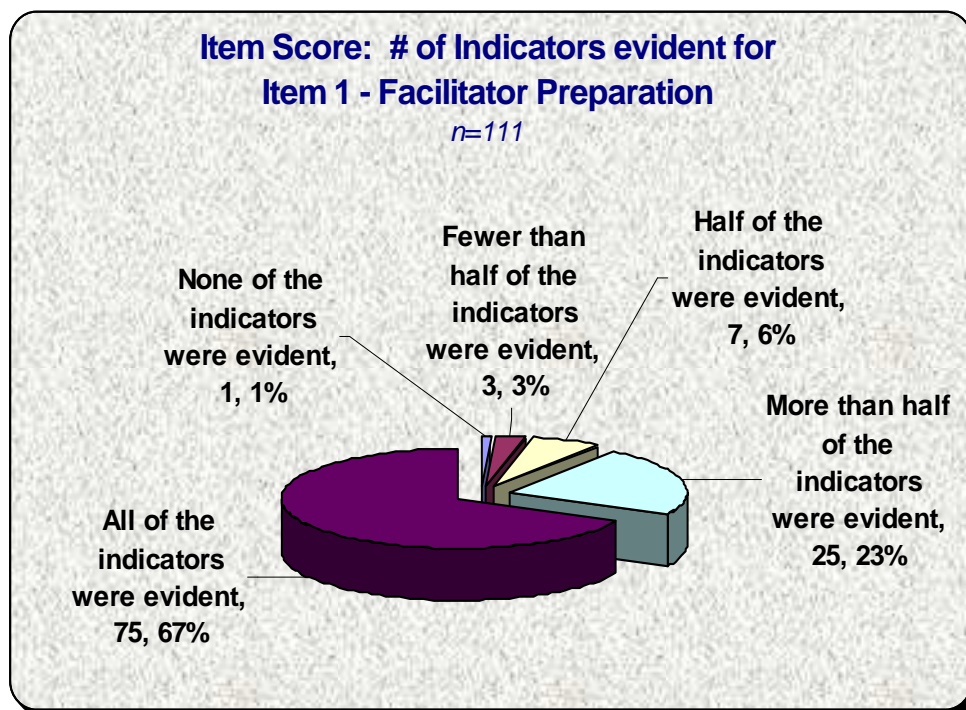
- The average number of meeting attendees was 6.
- Length of Meeting:
 - Less than 1 hour = 78% (87 of 111)
 - 1 to 1 ½ hours = 20% (22 of 111)
 - 2 hours = 2% (2 of 111)
 - Over 2 hours = None
- Location of the Meeting:
 - In the Family Home = 26% (29 of 111)
 - Not in the Family Home = 74% (82 of 111)

ITEM #1: Facilitator Preparation

Indicator	%	#Yes	Total Applicable
A.) At the beginning of the meeting, did the facilitator explain the purpose and goals of the current Family Team Meeting?	79%	88	111
B.) Was the facilitator prepared for the Family Team Meeting?	96%	107	111
C.) Did the facilitator have needed documents and materials prior to the meeting?	89%	76	85*
D.) Did the facilitator summarize the Family Team Meeting content at the end of the meeting, including next steps, timeframes and responsibilities?	86%	96	111

*The total number applicable is less than 111 for indicator C due to NA responses for this indicator. Reviewers would have rated this indicator as not applicable if goals or agenda for the meeting did not demand any supporting documents.

ITEM SCORE



Item #2: Team Membership & Attendance

Indicator	%	#Yes	Total Applicable
A.) Mother is a team member and present at the meeting.	80%	78	98*
B.) Father is a team member and present at the meeting.	35%	28	81*
C.) Child is a team member and present at the meeting.	80%	59	74*
D.) A key natural/informal support for the family is a team member and present.	32%	36	111
E.) Key out-of-home providers are team members and are present.	74%	53	72*

*The total number of applicable is less than 111 for indicators A, B, C & E due to NA responses for these indicators. Reviewers would have rated indicators A & B as not applicable if any of the following scenarios applied to the case:

- Mother/father's rights have been terminated or relinquished.
- The whereabouts of the mother/father was unknown, and the facilitator relays information that demonstrates concerted efforts to locate the mother.
- The mother/father was not involved in the child's life or in case planning in any way despite agency efforts to involve the parent(s), as relayed by the facilitator.
- The mother/father is deceased.
- The mother/father was incarcerated and in solitary confinement for 7 days prior to the Family Team Meeting.

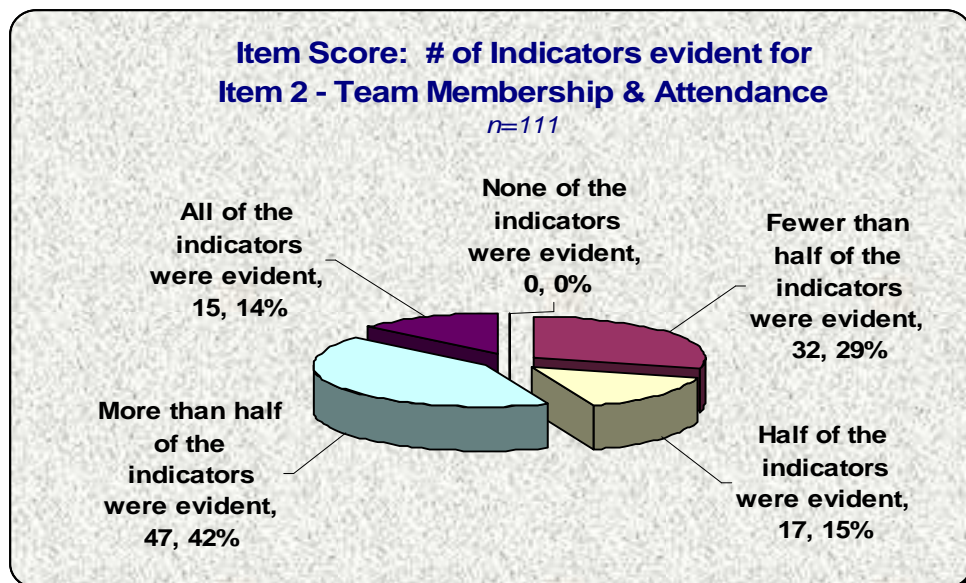
Reviewers would have rated indicators C & E as not applicable if:

- The child was younger than age 9 or not developmentally appropriate to participate in case planning.
- The child was not in out of home care.

Note: Due to data entry error, there is a discrepancy in the total number of applicable cases for indicators 2A, 2C, 3A, and 3C.

- The number of applicable cases for item 2 indicator A and item 3 indicator A should be the same, however, current data indicates that the total applicable for item 2A = 98 and 3A = 99.
- The number of applicable cases for item 2 indicator C and item 3 indicator C should be the same, however current data indicates that the total applicable for item 2C=74 and 3C = 73.

ITEM SCORE



Item #3: Team Member Involvement

Indicator	%	#Yes	Total Applicable
A.) Was the mother actively involved in the Family Team Meeting?	76%	75	99*
B.) Was the father actively involved in the Family Team Meeting?	35%	28	81*
C.) Was the child actively involved in the Family Team Meeting?	75%	55	73*
D.) Was the key natural/informal support for the family actively involved in the Family Team Meeting?	33%	37	111
E.) Was the key out of home provider actively involved in the team meeting?	79%	57	72*

*The total number of applicable is less than 111 for indicators A, B, C & E due to NA responses for these indicators. Reviewers would have rated indicators A & B as not applicable if any of the following scenarios applied to the case:

- Mother/father's rights have been terminated or relinquished.
- The whereabouts of the mother/father was unknown, and the facilitator relays information that demonstrates concerted efforts to locate the mother.
- The mother/father was not involved in the child's life or in case planning in any way despite agency efforts to involve the parent(s), as relayed by the facilitator.
- The mother/father is deceased.
- The mother/father was incarcerated and in solitary confinement for 7 days prior to the Family Team Meeting.

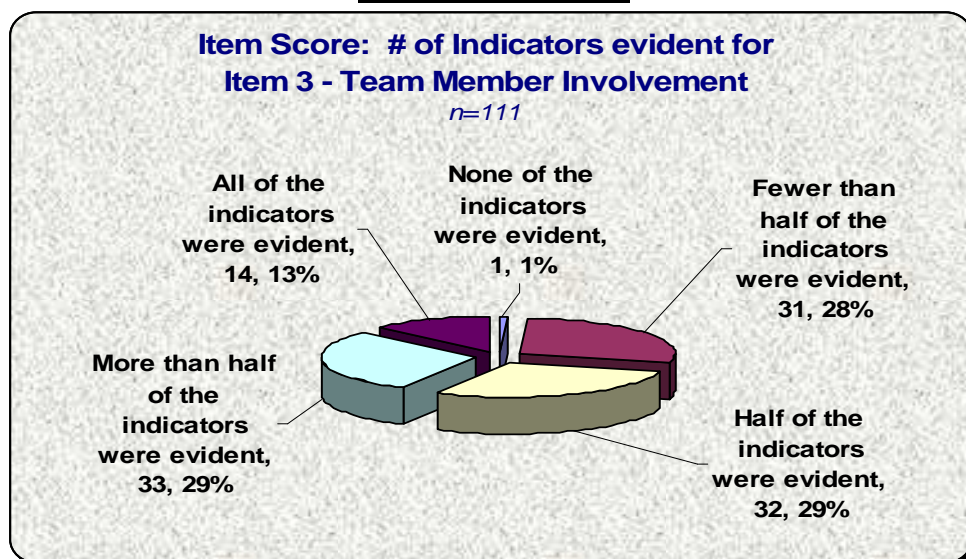
Reviewers would have rated indicators C & E as not applicable if:

- The child was younger than age 9 or not developmentally appropriate to participate in case planning.
- The child was not in out of home care.
-

Note: Due to data entry error, there is a discrepancy in the total number of applicable cases for indicators 2A, 2C, 3A, and 3C.

- The number of applicable cases for item 2 indicator A and item 3 indicator A should be the same, however, current data indicates that the total applicable for item 2A = 98 and 3A = 99.
- The number of applicable cases for item 2 indicator C and item 3 indicator C should be the same, however current data indicates that the total applicable for item 2C=74 and 3C = 73.

ITEM SCORE



Item #4: Facilitator Effectiveness

Indicator	%	#Yes	Total Applicable
A.) Was the facilitator able to effectively assist the team members in identifying and/or reviewing appropriate outcomes that are directly related to safety threats and/or Youth Level of Service/Case Management Inventory (YLS/CMI) elements?	84%	93	111
B.) Was the facilitator able to effectively assist the team member in identifying and/or reviewing appropriate needs that are directly related to outcomes?	86%	95	111
C.) Was the facilitator able to effectively assist the team members in identifying and/or reviewing appropriate strategies that are directly related to the identified needs?	92%	102	111
D.) Was the facilitator able to effectively assist the team members in identifying appropriate functional strengths to help execute identified strategies?	80%	89	111
E.) Did the facilitator effectively assist the family in identifying and/or reviewing informal supports to help execute identified strategies?	69%	77	111
F.) Did the facilitator demonstrate a respect for the family's values, beliefs, and traditions?	97%	108	111
G.) Was the facilitator able to manage disagreement and conflict and elicit underlying interests, needs, and motivations of team members?	91%	39	43*

*The total number of applicable is less than 111 for indicator G due to NA responses for this indicator. Reviewers would have rated this indicator as not applicable if there was not conflict or disagreement during the meeting.

ITEM SCORE

